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	CHILD AND FAMILY SERVICES AGENCY Approved by: <u>Rogue Gerald</u> Agency Director Date: <u>November 17, 2010</u>	REVISION HISTORY: January 29, 2007
	LATEST REVISION: November 17, 2010	
	EFFECTIVE DATE: February 1, 2007	

I. AUTHORITY	The Agency Director adopts this policy to be consistent with the Agency's mission and applicable federal and District of Columbia laws, rules and regulations.
II. APPLICABILITY	All Child and Family Services Agency (hereafter referred to as "CFSA" or "Agency") employees and contracted personnel assigned District of Columbia government laptops by CFSA.
III. RATIONALE	A policy is required to establish clear requirements for the care and use of laptops and accessories. The laptop and accessories provided by CFSA are tools that enhance the quality of work performed. This policy outlines the specific responsibility of the staff issued the laptop and accessories as well as responsibility of supervisors and management.
IV. POLICY	CFSA employees and contracted personnel who spend at least 50% of their work time in the field may be issued laptops and accessories when possible in order to improve efficiency and documentation of casework activity. CFSA employees and contracted personnel are responsible for the proper care, security and maintenance of the laptop and accessories issued to them.
V. CONTENTS	A. Official Use of CFSA Laptops and Accessories B. Approval for Laptop Issuance C. Guidelines for Laptop Usage D. Data Sensitivity E. Stolen, Lost or Damaged Laptop F. Replacement of Laptops G. Reimbursement for Replacement cost of Laptop due to Negligence H. Issuance and Replacement of Accessories
VI. ATTACHMENTS	A. CFSA Receipt of Laptop Form

VII.PROCEDURES	<p>Procedure A: Official Use of CFSA Laptops and Accessories</p> <p>Because of the need for social workers to spend much of their time in the field working with families, as well as documenting that work, CFSA has opted to employ laptops to improve the ease of documentation for social workers.</p> <p>Laptops and accessories (henceforth referred to as “laptops”) issued to CFSA employees and contracted personnel are the property of the District of Columbia and are for official government use only. Therefore, District owned laptops shall be used only for legitimate CFSA purposes by authorized CFSA employees and contracted personnel.</p> <ol style="list-style-type: none"> 1. The Office of the Deputy Director of Program Operations shall designate which CFSA employees and contracted personnel will be issued a laptop. 2. The individual assigned the laptop shall be responsible for the care and security of the laptop 100 percent of the time during the period of their employment with CFSA. Laptops must be returned to CFSA’s Child Information Systems Administration (CISA) upon a CFSA employee’s or contracted personnel’s departure from the Agency. If the laptop is returned to another CFSA employee, the person accepting the laptop may be held liable for any damages or missing accessories regardless of who was originally at fault. 3. In the event that any CFSA employee or contracted personnel who was issued a laptop resigns or is terminated, it shall become that individual’s responsibility to return the laptop to CISA prior to departure from the Agency. 4. CFSA employees and contracted personnel who transfer to other administrations where a laptop is not needed or who leave the Agency without turning in their laptop will be responsible for the replacement cost of the laptop. This unlawful possession of the laptop will be prosecuted to the fullest extent of the law (theft, confidentiality, etc.). 5. If a CFSA employee or contracted personnel leaves the Agency and fails to return an issued laptop, CFSA shall withhold that individual’s paycheck and/or leave benefits until the laptop is returned. 6. When a CFSA employee or contracted personnel returns their assigned laptop, they will receive a copy of the CFSA Receipt of Laptop Form (see <i>attachment A</i>) stating that the laptop was returned to CISA.
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	<p>Procedure B: Approval for Laptop Issuance</p> <p>In order to prioritize those individuals who would most benefit from being able to complete paperwork off-site, CFSA has opted to issue laptops to those CFSA employees and contracted personnel who spend a majority of their time working in the field.</p> <ol style="list-style-type: none">1. The Office of the Deputy Director of Program Operations shall designate which CFSA employees and contracted personnel shall be issued laptops in writing to CISA. In general, laptops may be issued to those whose work requires that they be in the field more than 50 percent of the day.2. If a CFSA employee or contracted personnel has been approved to use a laptop, the individual shall set an appointment for laptop training by contacting the Help Desk.3. Once the CFSA employee or contracted personnel has completed laptop training, a CISA Technician will install the computer and docking station at the individual's desk. In the presence of the CISA technician, the CFSA employee or contracted personnel will log into the computer to ensure that it is in working order.4. The CFSA employee or contracted personnel shall sign the Receipt of Laptop Form (<i>see attachment A</i>) acknowledging that they are responsible for the laptop.	
	<p>Procedure C: Guidelines for Laptop Usage</p> <p>Work performed on District of Columbia laptops should be performed with the same degree of professional etiquette as if the work is being performed at the employee and contracted personnel's desk in the CFSA office. Laptops shall be used in accordance with the city-wide District of Columbia, Office of the Chief Technology Officer policies: 1) Desktop Security Policy, 2) Internet Access Use Policy, 3) Email Use Policy and 4) Password Management Policy. In addition, Laptop usage shall be in compliance with the District Personnel Manual, Chapter 1806, relating to the use of District Property.</p> <ol style="list-style-type: none">1. Laptops shall be used instead of a desktop computer for those individual CFSA employees or contracted personnel who are issued a laptop.2. Laptops shall be connected to the docking station and locked whenever they are at CFSA.3. Outside of CFSA, a laptop shall be secured at all times and shall never be left unattended.4. Only software approved by Child Information Systems Administration (CISA) shall be loaded onto the laptops by CISA personnel. If a CFSA employee or contracted personnel requires additional software, they should contact the HelpDesk for assistance.5. Any software, data or message on the laptop is the property of the District of Columbia government.	
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	<p>Procedure D: Data Sensitivity</p> <p>Since a laptop is portable, use of the laptop increases certain risk factors including the need to protect data within FACES.NET. According to the District of Columbia's Office of the Chief Technology Officer's (OCTO) Data Sensitivity policy (policy number OCTO003.010), FACES.NET data sensitivity levels are designated as HIGH. All information used and disclosures will be based on a "need to know" basis only. Therefore, CFSA employees and contracted personnel shall only access information that they are specifically required to use in the performance of their duties.</p> <ol style="list-style-type: none"> 1. Under no circumstances shall a CFSA employee or contracted personnel save FACES.NET, placement, service provider or client information on a CFSA workstation or laptop hard drive. Nor shall a CFSA employee or contracted personnel save or copy the data to a floppy disk, CD Rom, USB drive (flash drive) or other storage device unless the data is encrypted and password protected. 2. CFSA employees and contracted personnel are required to utilize the laptop docking station and secure the laptop to the docking station while located on the premises of CFSA at his or her work station. 3. CFSA employees and contracted personnel must practice due diligence and be aware of their surroundings to ensure the laptop is not lost or stolen and data is not compromised while using the laptop away from CFSA buildings. 4. If a CFSA employee or contracted personnel loses his or her laptop or is the victim of theft which results in the loss, misuse, disclosure, or modification of data without CFSA's permission on his or her laptop, that person may be found guilty of a misdemeanor and upon conviction shall be fined not more than \$1,000.
	<p>Procedure E: Stolen, Lost or Damaged Laptops</p> <p>Because laptops by nature are mobile and intended to be used outside the secure environment of the CFSA office, employees and contracted personnel will need to exercise caution with regard to the laptop's security.</p> <ol style="list-style-type: none"> 1. If a laptop is stolen outside of the CFSA building, the CFSA employee or contracted personnel will immediately report the theft to the DC Metropolitan Police Department (MPD) or the Police Department in the jurisdiction in which it was stolen. <ul style="list-style-type: none"> • Within 1 business day, the CFSA employees or contracted personnel will submit a copy of the police report, along with a completed CFSA Unusual Incident Report Form to the Office of Risk Management.

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	<ol style="list-style-type: none"> 2. If a laptop is stolen in one of CFSA's buildings, employees or contracted personnel shall immediately report all lost, damaged or stolen laptops to the Office of Risk Management and then to MPD. The Office of Risk Management will then notify the Facilities Management Administration. If theft, loss or damage occurs in the evening, on a holiday or on the weekend, the employee or contracted personnel shall report the incident as soon as possible on the next business day. <ul style="list-style-type: none"> • The employee or contracted personnel shall complete the CFSA Unusual Incident Report Form and submit it to the Office of Risk Management within one business day of the incident. (See Employee Unusual Incident Reporting Policy.) 3. The CFSA employee or contracted personnel shall immediately inform their supervisor if their CFSA issued laptop is stolen, lost or damaged. The supervisor will confer with CFSA's Information Security Officer about the loss of the laptop. 4. Once the Information Security officer has completed an investigation, the issue will be referred to the Human Resources administrator and together the officer and administrator will determine if employee negligence contributed to the theft, loss or damage. 5. In the event that the CFSA employee or contracted personnel was negligent with the laptop, personnel action shall be taken against a negligent employee or contracted personnel up to and including termination.
	<p>Procedure F: Replacement of Laptops</p> <p>When a CFSA employee or contracted personnel has been negligent with the District of Columbia government laptop, a decision about whether that employee will be given the privilege of a laptop to improve their work will be at the discretion of CFSA.</p> <ol style="list-style-type: none"> 1. Laptops that are lost, stolen or damaged beyond repair will be replaced at CFSA's discretion. 2. CISA will determine at the time of reporting if the replacement of the laptop will be temporarily replaced with a desktop or a laptop within 72 hours or 3 business days from the time of the report. 3. If the CFSA employee or contracted personnel is found negligent, the employee will retain a desktop. If the employee is not found negligent, the employee will be issued a laptop based upon availability.

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	<p>4. Laptops that are lost, stolen or damaged beyond repair due to negligence will be replaced only after CFSA is reimbursed by the employee for the cost to replace the laptop. That cost may include the laptop, accessories and any software or hardware loaded onto the laptop.</p> <p>5. A replacement laptop may be issued only through the approval of the Office of the Deputy Director of Program Operations and CISA.</p>
	<p>Procedure G: Reimbursement for the replacement cost of a Laptop lost, damaged or stolen due to Negligence</p> <p>CFSA is a public agency with finite resources. CFSA employees and contracted personnel working in the field are expected to practice due diligence in securing equipment belonging to the District of Columbia government. CFSA employees and contracted personnel are also expected to protect the laptop from environmental conditions, such as heat and rain, etc. Employees shall follow guidelines described in the laptop owner's manual. Employees who are careless with equipment are accountable for the replacement of the equipment.</p> <ol style="list-style-type: none"> 1. If the laptop is lost, damaged, or stolen due to negligence, the CFSA employee or the contracted personnel who was issued the laptop shall be responsible for reimbursing CFSA for the repair or replacement cost, as appropriate, of the laptop and any accessories. That cost may include the laptop, accessories and any software or hardware loaded onto the laptop. <ol style="list-style-type: none"> a. The cost for replacement of the laptop shall be calculated by comparing the cost of the model to be replaced to the last procurement of laptops by CFSA, not to exceed the purchase price. The employee or contracted personnel shall be charged the dollar amount it would cost to replace the laptop based on this calculation. b. The CFSA employee or contracted personnel cannot purchase equipment as a form of replacement. CFSA is required to purchase items as per the District of Columbia procurement regulations with contracted vendors at GSA rates. 2. CFSA may require immediate payment in full for the loss of the laptop. CISA shall notify the Office of Human Resources of the replacement cost via inter office memo. 3. If there are extenuating circumstances regarding the loss of or damage to a laptop, the CFSA employee or contracted personnel who was issued the laptop may discuss the circumstances related to the degree of negligence with the Human Resources administrator or designee. The Human Resources administrator or designee may exercise discretion regarding the amount of financial liability for which the employee who was issued the laptop is responsible.

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Procedure H: Issuance and Replacement of Accessories

Certain accessories are necessary for rendering the laptop fully operational and “user friendly.” The responsibility and standards for the care and use of these accessories is the same as with the actual laptop.

1. Laptops will be issued with the basic accessories (i.e., docking station, lock with key, the owner’s manual, battery, charger, carrying bag/case) necessary to properly use and maintain the laptop.
2. The CFSA employee or contracted personnel who signed the Receipt of Laptop Form (see *attachment A*) will be responsible for reimbursing the agency for the total replacement cost of accessories lost, damaged or stolen due to negligence regardless of who returns the laptop. An accessory shall only be replaced once the negligent employee has reimbursed the Agency. Staff may request that the Human Resources administrator exercise their discretion in cases of extenuating circumstances.
3. If the accessories are not returned with the laptop, the employee who was issued the laptop shall be responsible for the total cost to replace the accessories. Additionally, the criminal consequences of failing to return the accessories are the same as those for failure to return the laptop with the exception of those for confidential information (see *Procedure H*).

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GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



RECEIPT FOR LAPTOP

Person to whom equipment is assigned:

Name: _____

Administration: _____

Position Title: _____

Office/Cubicle # _____

Office Telephone #: _____

CONDITIONS OF ACCEPTANCE:

The above equipment has been assigned to me as an employee of the Child and Family Services Agency (CFSA) only for official governmental use. I understand the use of this property for personal use is prohibited except in the event of an emergency. I understand that all of the equipment must be returned to CFSA upon request or termination of employment. In the event the equipment is lost, damaged or stolen due to my own negligence I am responsible for all associated repair or replacement costs established by CISA and /or confirmed by CFSA Human Resources Administration. I understand that continued excessive abuse of Agency equipment may result in a fine, loss of privilege or penalties in accordance with the District of Columbia Personnel Manual.

Section 1806.1 of Chapter of the D.C. personnel regulations states that a District employee shall not use, or permit the use of government property equipment, or material of any kind, including that acquired through lease, for other than officially approved purposes. An employee has a positive duty to protect and conserve government property, including such equipment, supplies, materials and other items as may be issued or entrusted to him or her.

EQUIPMENT / ACCESSORIES ISSUED:

Status (√)	No.	Item Description	Purchase Cost	Serial Number of the Device
√	1	Dell E6400 Laptop Computer		
√	2	Laptop AC Adapter		
√	3	Laptop Power Cord		
√	4	Laptop Battery		
√	5	Leather Carrying Bag		
√	6	Port Replicator (Docking Station)		
√	7	Port Replicator AC Adapter		
√	8	Port Replicator Power Cord		
√	9	Dell Laser Mouse		
√	10	Kensington Security Cable/Key		
	Laptop Service Tag # _____			
	Kensington Key/Lock # _____			

My signature hereon constitutes acceptance of the above terms and also acknowledges that I have read and understood the POLICY FOR THE ISSUANCE AND USE OF LAPTOP.

Employee Signature: _____ **Date:** _____

Administrator: _____ **Date:** _____

Initials of CISA Official: _____ **Date:** _____

EQUIPMENT / ACCESSORIES Returned:

Employee Signature: _____ **Date:** _____

Initials of CISA Official: _____ **Date:** _____